



# INSPIRE HEALTH



### *Avenue House Surgery*

109 Saltergate, Chesterfield, S40 1LE

Tel: 01246 244 040

### *Hasland Medical Centre*

1 Jepson Road, Hasland, Chesterfield, S41 0NZ

Tel: 01246 277 973

## Practice Newsletter Spring 2025

### STOP SMOKING PROGRAMME

Have you heard about Live Life Better Derbyshire's programme offering 12 weeks of support, with vapes and nicotine replacement therapy sent straight to your door?

All you need to do to gain support is to fill out their 'Health and wellbeing MOT' which takes 10 minutes. After you have submitted the form you'll then be contacted by a Live Life Better team member to speak about joining the service

For more information see the Live Life Better Derbyshire Website:

<https://www.livelifebetterderbyshire.org.uk/services/stopping-smoking/stopping-smoking.aspx>



### IS YOUR GP THE ONLY ONE WHO CAN HELP?

Sometimes you'll be able to visit other professionals who can help you with your health concerns!



You can also seek help from:

- ◆ Your local pharmacist can diagnose and treat minor ailments such as insect bites
- ◆ The NHS App can guide you with self-care tips
- ◆ NHS 111 can signpost you, and give non-emergency medical advice
- ◆ Local opticians are able to advise minor ailments
- ◆ Social prescribers offer guidance and support for issues such as loneliness, debt or housing.

### TELL US HOW WE'RE DOING!

Every staff member at Inspire Health works very hard to deliver the best possible service to patients.

Despite this, we still look at ways in which we can improve and listen to what our patients have to say

Please visit our website using the following link below to have your say:

<https://www.inspire-health.co.uk/friends-and-family-survey>

Thank you to all our patients who have sent through feedback to which allows us to regularly improve our service.



Inspected and rated

Good



Armed Forces veteran friendly accredited GP practice



## SPRING RESET TIPS

Ideas for refreshing your body and mind this spring!

- ◆ Declutter - make keep, donate and recycle piles of the bits and pieces around your home to create more space
- ◆ Prioritise self care - that could be a 10 minute walk, a short meditation or that hobby you've been meaning to tend to
- ◆ Brain dump - Get all those thoughts out of your mind and write them down, journalling is a great way to clear your thoughts.
- ◆ Seasonal eating - incorporate some of the delicious fresh produce on offer like asparagus, radishes or rhubarb into your diet



## REMINDER OF CHANGES TO THE APPOINTMENT SYSTEM

From 1 October 2025, the government changed the contracts for all GP surgeries in England.

This means we must now offer routine access to request medical care from 8:00am to 6:30pm, Monday to Friday.

Requests will still be processed via our triaging system but you will now be able to make a request for medical care throughout the day by:

- ◇ Phone
- ◇ Face-to-face at reception
- ◇ Online (e.g. our website)



## HAY FEVER SELF CARE

Hay fever is a common allergy that causes sneezing, coughing and itchy eyes. You cannot cure it, but there are things you can do to help your symptoms, or medicines you can take to help.



### Try this:

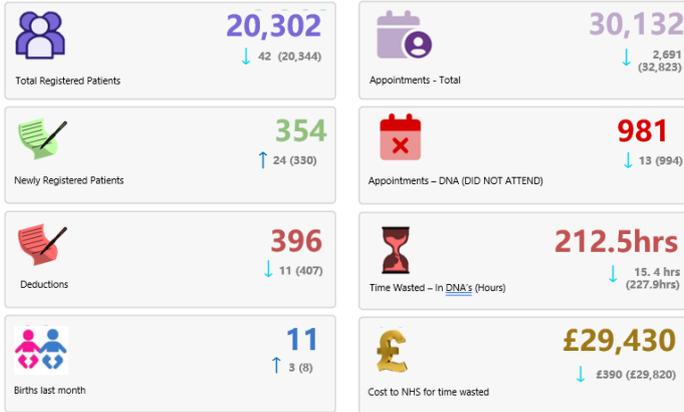
- Put petroleum jelly (such as Vaseline) around your nostrils to trap pollen
- Wear wraparound sunglasses, a mask or a wide-brimmed hat to stop pollen getting into your nose and eyes
- Shower and change your clothes after you have been outside to wash pollen off
- Keep windows and doors shut as much as possible
- Vacuum regularly and dust with a damp cloth
- Try to use a pollen filter in the air vents of your car, and a HEPA filter in your vacuum cleaner

### Try to avoid:

- Cutting grass or walk on grass
- Spending too much time outside
- Keeping fresh flowers in the house
- Wipe you pets coat with a damp cloth after being outside to remove pollen
- Smoking or be around smoke
- Drying clothes outside – they can catch pollen



## Statistics Nov, Dec, Jan 2025/2026



There has been a reduction in DNA (Did not attend) appointments recently which is great news!

Thank you to all our patients who continue to make us aware with enough time to be able to allocate the appointment they're unable to make to someone else in need.

GP appointments equate to around £30 each to the taxpayer for those that do not give the surgery enough notice for when they are unable to attend.

While the stats seem to have all lowered with regard to phone calls over the last three months, we can only assume that the bank holidays over Christmas and the New Year have had an impact on this.

We've certainly been more productive despite this, with more prescriptions, referrals, letters processed and fit notes issued in November, December and January!

With the average waiting time to speak to a member of the team regarding queries dropping more than two minutes we hope that everyone has appreciated how efficiently your queries are being answered.



### INSPIRE HEALTH TRAINING

#### AFTERNOONS

Our team are committed to providing high quality patient care and staying up to date with the latest clinical guidance. All clinical and non-clinical staff are required to complete regular mandatory training.

Therefore, GP practices across Derbyshire are closed in the afternoons for staff training on the following dates:

**2026**  
April 15<sup>th</sup>  
May 13<sup>th</sup>  
June 10<sup>th</sup>  
July 8<sup>th</sup>

Should you require medical support during these times, please contact NHS 111 who provide GP cover.

### INSPIRE PATIENT GROUP

The IPG is a group open to all patients of Inspire Health. They support the practice by conducting surveys and taking comments on the care you receive to discuss with the practice team.

Check their website for the date of their next meeting. Please feel free to join in if you have anything you would like to share to improve patient experience.

All notes for previous meetings are published on their website so you don't miss out if you can't make it! Contact the email below to make sure you stay up to date with news from the IPG:

[ppgroup.ih@gmail.com](mailto:ppgroup.ih@gmail.com)



**Hospitals:**

- \*Chesterfield Royal Hospital 01246 277 271
- \*Northern General Hospital 0114 243 4343
- \*Royal Hallamshire Hospital 0114 271 1900
- \*Sheffield Children's Hospital 0114 271 7000
- \*Weston Park Hospital 0114 226 5000
- \*Charles Clifford Dental (Hosp) 0114 271 7800
- \*Walton Hospital 01246 515 151

**Urgent Treatment Centres (walk-in and NHS 111 appointments):**

- \*Whitworth Hospital 01629 580 211
- \*Buxton Hospital 01298 214 000
- \*Ripley Hospital 01773 743 456
- \*Ilkeston Hospital 0115 930 5522

**Pharmacies:**

- \*Dents 01246 232 858
- \*Hasland 01246 275 825
- \*Boots 01246 203 591
- \*Cohens 01246 279 366
- \*Tesco 0121 519 8054
- \*Peak (Saltergate) 01246 234 835
- \*Peak (Market Pl) 01246 234 019

**Medicine's Order Line:** 01246 588 860



**Eye / Ear Care Services (CUEs):**

- \*Specsavers 01246 222 334
- \*Chesterfield Hearing Practice 01246 901 250
- \*MOBILE EAR CARE 07942 323 105
- \*Vision Express 01246 277 432
- \*Elliotts Opticians & Audiology 01246 275 847

Service provided by  
**Primary  
Eyecare**

**Community Midwifery Services (Mon-Fri 8am-4pm):**

- \*Chesterfield Base 01246 206 161
- \*Clay Cross Base 01246 868 875
- \*Inkersall Base 01246 470 684
- \*Darley Base 01629 593 019

**Helplines:**

- \*Emotional Support Helpline 01773 7349 89 or Text 07537 410 028
- \*Derbyshire Mental Health Support (24hr support) 0800 028 0077
- \*Samaritans (24hr support) 116 123

**Self-Referral Services:**

- \*Physiotherapy / MSK 01246 565 050
- \*Sexual Health (Wheatbridge) 0800 328 3383
- \*Continence Service 01773 546 868
- \*Live Life Better Derbyshire 0800 085 2299
- \*Derbyshire Recovery Partnership 01246 206 514
- \*StepChange (Debt Support) 0800 138 1111

**Mental Health / Support Services:**

- \*Talking Mental Health Derbyshire 0300 123 0542
- \*NSPCC Childline 0800 1111
- \*SV2(Supporting Victims of Sexual Violence) 01773 746 115
- \*SAIL(Sexual Abuse and Incest Line) 0800 028 2678
- \*Suicide Bereavement Support (The Tomorrow Project) 01246 541 935
- \*CRUISE (Bereavement Support) 0808 808 1677
- \*Perinatal Mental Health Service 01332 623 800
- \*Relate 01246 382 772
- \*Everyturn 0300 555 5580
- \*Trent PTS 01332 265 659
- \*Vitamins 0333 015 3496

**District Nursing Team (CAP):** 01332 564 900

**Health Visiting Team:** 01246 515 100

**Derbyshire Carer's:** 01773 833 833

**Citizens Advice:** 01246 209 164

**Social Care:** 01629 533 190

